

North Carolina Helene Recovery

Oct. 21, 2024

New Disaster Recovery Center (DRC) Opens in Charlotte

A new DRC opened in Charlotte, bringing the total number of [open DRCs to 15](#). More centers will be opening soon. The DRCs operating across North Carolina have served **more than 6,500 visitors**.

Ongoing Response and Recovery Efforts

FEMA has made individual assistance available to **39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians**.

FEMA's Individuals and Households Program has approved more than **\$123 million to more than 90,000 households**.

Disaster Survivor Assistance (DSA) Teams are a vital part of the recovery process. They are in affected communities helping residents apply for federal assistance and assess other disaster needs. DSA specialists in North Carolina communities have registered **more than 7,200 survivors**.

FEMA is providing temporary hotel stays to more than **2,600 households** through Transitional Sheltering Assistance.

FEMA inspectors have performed more than **22,000 home inspections**.

More than **1,500 FEMA responders** remain deployed supporting the response and recovery operations, including hundreds of DSA staff dedicated to supporting communities.

Learn How to Salvage Disaster-Damaged Family Treasures

FEMA's preservation teams will be in DRCs throughout the state to demonstrate how to safely handle and salvage damaged items. These specialists will show you how to salvage storm-damaged family photos, artwork, textiles, media and other family treasures.

- **Oct. 21:** [Buncombe County DRC](#) from 9 a.m. – 5 p.m.

If you are unable to attend an in-person demonstration, you can learn more about salvaging family treasures by www.fema.gov/disaster/recover/save-family-treasures or culturalrescue.si.edu/who-we-are/hentf.

What A Disaster Recovery Center Has To Offer

- Help with rent or lodging
- Home repair or replacement
- Replacing personal property
- Medical or dental care
- Transportation
- Child care
- Replacing important documents

More resources beyond the options listed above are available along with access to other federal partners.



To find your nearest DRC visit fema.gov/drc



FEMA

Apply for FEMA Assistance: Online is the Fastest Option

Homeowners and renters in 39 North Carolina counties and tribal members of the Eastern Band of Cherokee Indians (www.fema.gov/disaster/4827/designated-areas) can apply for federal assistance in several ways: online to DisasterAssistance.gov, via the **FEMA App**, or by calling **800-621-3362**.

If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service. For a video on how to apply for assistance, go to www.youtube.com/watch?v=HhtlyTX49RE.

After you apply, you will be contacted by a FEMA inspector to schedule an appointment. Be sure to answer the phone even if the caller ID reads as “unavailable.”

After the inspection is completed, you will receive an eligibility letter from FEMA in the mail or by email. Read the letter carefully. If you have questions, or disagree with the initial decision, call FEMA at **800-621-3362** to find out what additional information FEMA needs.

Additional Resources

- **Disaster Supplement Nutrition Assistance Program (D-SNAP):** Residents in the 39 declared N.C. counties and members of the Eastern Band of Cherokee Indians impacted by Helene can apply to receive assistance through the D-SNAP program. For the ePASS tool and more information, visit <https://epass.nc.gov>.
- **Disaster Unemployment Assistance (DUA)** hotline is now available to survivors of Helene. English 919-629-3857 | Spanish: 919-276-5698. For more information or to register online, visit: <https://www.des.nc.gov>.
- **United Way’s NC 211** is a multilingual and confidential service that provides health and human services information and referrals through a free statewide phone number (2-1-1 or 1-888-892-1162 if calling from an out-of-state area code) and website (www.nc211.org).
- NC Department of Health and Human Services (NC DHHS) is sharing guidance on actions people can take to ensure water is safe and to prevent waterborne disease or illness after the storm. Learn more at: www.ncdhhs.gov/safe-water-simplified/download?attachment
- NC DPS: Emergency Management (www.ncdps.gov/our-organization/emergency-management)
- North Carolina Office of the Governor - Gov. Cooper (www.governor.state.nc.us)
- [North Carolina State and Local Level Referrals](#)
- North Carolina Disaster Relief Fund (<https://www.nc.gov/disaster-relief-fund-faqs>)
- FEMA is working to stop the spread of dangerous rumors. Learn more at: www.fema.gov/disaster/current/hurricane-helene/rumor-response.
- The **United States Postal Service** has established alternate locations. Find a nearby location at about.usps.com/newsroom/service-alerts/residential/welcome.htm.

For the latest information about North Carolina recovery, visit the North Carolina DPS Helene site (www.ncdps.gov/our-organization/emergency-management/hurricane-helene) or fema.gov/disaster/4827. Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.

North Carolina Disaster Recovery Centers

A Disaster Recovery Center (DRC) is a one-stop shop where survivors can meet face-to-face with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance in their area, apply with the U.S. Small Business Administration (SBA) for low-interest disaster loans and much more.

Fifteen DRCs are currently open. Hours are from **8 a.m. – 7 p.m. Monday through Sunday**.

- **Alleghany County DRC:** Blue Ridge Business Development Center (BDC), 115 Atwood St., Sparta, N.C., 28675
- **Ashe County DRC:** Family Central Parks & Recreation Center, 626 Ashe Central School Rd., Jefferson, N.C., 28640
- **Avery County DRC:** Mayland Community College-Avery Campus, 785 Cranberry St., Newland, N.C., 28657
- **Buncombe County DRC:** A.C. Reynolds High School, 1 Rocket Dr., Asheville, N.C. 28803
- **Burke County DRC:** Foothills Higher Education Center, 2128 S. Sterling St., Morganton, N.C., 28655
- **Caldwell County DRC:** Caldwell County Health & Human Services Center, 2345 Morganton Blvd SW, Lenoir, N.C. 28645
- **Haywood County DRC:** Regional High Technical Center, 112 Industrial Park Dr., Waynesville, N.C., 28786
- **Henderson County DRC:** Blue Ridge Commons, 2111 Asheville Hwy., Hendersonville, N.C., 28791
- **Jackson County DRC:** Jackson County Annex Building, 198 WBI Dr., Sylva, N.C. 28779
- **Mecklenburg County DRC:** Corvian Community School, 9501 David Taylor Dr., Charlotte, N.C. 28262
- **Mitchell County DRC:** Mitchell County Senior Center, 152 Ledger School Rd., Bakersville, N.C., 28705
- **McDowell County DRC:** McDowell County Senior Center, 100 Spaulding Rd., Marion, N.C. 28752
- **McDowell County (No. 2):** A.C. “Bud” Hogan Community Center, 909 East Main St., Old Fort, N.C., 28762
- **Transylvania County DRC:** Community Services Building, 106 E. Morgan St., Brevard, N.C., 28712
- **Watauga County DRC:** Appalachian Enterprise Center, 130 Poplar Grove Connector, Boone, N.C., 28607

More centers will open soon. Find a center nearest you at [FEMA.gov/drc](https://www.fema.gov/drc) or text “DRC” and a zip code to **43362**. Survivors can visit any open center, including locations in other states. No appointment is needed. All centers are accessible to people with disabilities or access and functional needs and are equipped with assistive technology.